

VACANCY NOTICE

CS-376
REV(11/01)

FOR OPPORTUNITIES IN RHODE ISLAND STATE GOVERNMENT

Description of Position	TITLE OF POSITION: <u>Customer Service Specialist I</u>		CLASSIFICATION CODE: <u>02434300</u>	
	SALARY RANGE: <u>\$33,367 - \$36,300</u>		REFERENCE POSITION NO.: <u>1410-10000 Pos# 00145</u>	
	Department or Agency Name <u>EDUCATION</u>		APPLICATION PERIOD: <u>12/15/10 - 12/23/10</u>	
	Division/Section/Unit <u>Fiscal Integrity & Efficiencies</u>			
	Assignment(s) / Comments _____			
	Shift and Days: <u>MON-FRI 1ST -8:30 a.m. -4:30 p.m.</u>		Job Location: <u>255 Westminster Street, Prov.,RI</u>	
	Restrictions/Limitations: _____			
	Position Covered By Collective Bargaining Union Agreement		Yes <u>X</u> No _____	
	Name of Bargaining Unit Union: <u>Council 94 - Local 2872</u>			
	There is* _____ is not <u>XX</u> a Civil Service List for this position		See A/B or Both for Specific Instructions	
* NOTE: If there is a list, only laterals (employees with the same title) or individuals certified by OPA may be appointed to this position.				
General Information to Candidate	INSTRUCTIONS:			
	A. STATE EMPLOYEE LATERAL BIDDER: Bids are now being accepted for the position(s) indicated. If you are currently in this classification and wish to bid, please complete fully the CS-14 Application Form; and RIEEO 378 Affirmative Action Card. Remember to include, either <u>on the application</u> or <u>within a cover letter</u> , both the File Position Title and Number.			
	Most Important - Please include the following information:			
	• The title of the position for which you are applying		• Name of department where you are currently employed	
	• Title of your present position and date you entered it		• Your business telephone number	
	• Date you entered State service		• Present Union Affiliations	
	*** In certain agencies, bargaining union applicants will receive preferential consideration according to contract.			
	B. NON INCUMBENT/NON STATE EMPLOYEE APPLICANT:			
	If indicated above that <u>no civil service</u> list exists for this position, you need not be in the class of position, or be in State service to apply. All information requested on the application form must be furnished. The information you give will be used by the agency Personnel Office to determine your qualifications. If an item does not apply to you, or if there is no information to be given, write in the letters "N.A." for Not Applicable. If you fail to answer all the questions on the application form, you may delay consideration of your application.			
	C. AMERICANS WITH DISABILITIES ACT (ADA) PROVISIONS:			
• Reasonable Accommodations:				
If an applicant is unable to perform any essential job functions because of his/her disability but can achieve the required results by means of a REASONABLE ACCOMMODATION, then the individual shall not be considered unqualified for therefore the position.				
• Medical Information:				
Any medical exams required for this position will be performed after a conditional offer of employment has been made in accordance with the Rules/Regulations of the Americans with Disabilities Act (ADA).				
Statement of Duties	DUTIES / RESPONSIBILITIES:			
	CLASSIFIED JOB DESCRIPTION: CUSTOMER SERVICE SPECIALIST I To be responsible for the operation of a central telephone console or similar device and serve as agency receptionist; to perform routine clerical tasks, including typing; to be the initial point of entry for departmental customers; and to do related work as required. A class specification describing the duties of the position and the minimum qualifications is posted on the RIDE Web Site www.ride.ri.gov			
Minimum Education & Experience	EDUCATION / EXPERIENCE / SPECIAL REQUIREMENTS:			
	(A class specification describing the duties of the position and the minimum qualifications will be furnished upon request.) Education: Such as may have been gained through graduation from a senior high school; additional completion of a course of study in the clerical/technical field; and Experience: Such as may have been gained through; employment as an operator of a telephone control console, switchboard, or similar device; and as a customer service employee. Or, any combination of education and experience that shall be substantially equivalent to the above education and experience. Bilingual (Spanish) preferred.			
Where to Apply	Apply within the application period as shown on this announcement. NOTE: Some State union contracts allow a 3 day grace period for receipt of CS-14 application or bid. This Office does not assume responsibility for applications sent through the mail. CS-14 application and Equal Opportunity Employment Card available at www.ride.ri.gov			
	Send application, cover letter & resume to: Office of Human Resources RI Department of Education 255 Westminster Street Providence, RI 02903 Equal Employment Opportunity Card (Optional)		Email: hr@ride.ri.gov Telephone #: <u>(401) 222-4274</u> Fax #: <u>Do not fax applications</u> TTY/TDD #: <u>Relay RI 1-800-745-5555</u> (Telecommunication Device for the Deaf)	



STATE OF RHODE ISLAND IS AN EQUAL OPPORTUNITY/DIVERSITY EMPLOYER